

Preferred Communities Program Data Points – Reporting Instructions

These data points frequently refer to information that is outlined in the Preferred Communities Program Guidelines; not all terms that come from the guidelines are explained in these instructions.

GOAL 1

Data Points by Population: ICM Clients Only

Data Points 01-02: For each of these data points, only count individuals receiving Intensive Case Management (ICM) or a combination of ICM and group programming. Do not count clients who are *only* receiving group-based services.

Data Point 01: Totals – ICM Clients Served

- a. **Length of time in the U.S. at intake:** Tally the total number of new ICM enrollees from this period only who have been in the U.S. less than one year; 1 to 5 years; and more than 5 years.
- b. **Total number of clients served during this reporting period only (sum of c - e below):** Tally the total number of ICM clients who were actively served (case file open) during this reporting period.
- c. **New enrollments:** Tally the number of clients who enrolled this period who have never been enrolled before.
- d. **Continuing clients (in first year of service):** Tally the number of clients who were actively served during this reporting period but were not enrolled for the first time in this period and are within their first year of service (not re-enrollees)
- e. **2nd term clients (re-enrolled after one year of service):** Tally the number of clients who were actively served during this reporting period who have been receiving services for more than one year
- f. **Total number of cases closed this period:** Tally the number of case files completely closed this period only.
- g. **Total number of individuals concurrently enrolled in two ORR-funded case management programs in this reporting period:** Indicate the number of individuals enrolled in more than one ORR-funded case management program (those for whom an exception approval has been obtained). Please include the total number and a breakdown by program (**h. – k., below**):
- h. **Total enrolled in PC and Matching Grant:** Tally all clients who are enrolled in both PC and Matching Grant.
- i. **Total enrolled in PC and Wilson Fish:** Tally all clients who are enrolled in both PC and Wilson-Fish.
- j. **Total enrolled in PC and RSS:** Tally all clients who are enrolled in both PC and RSS.
- k. **Total enrolled in PC and other (list):** Tally all clients who are enrolled in both PC and another program that isn't listed above. List the program(s).
- l. **Gender (totals by new enrollees only):** Tally the number of female, male, and unknown genders who enrolled for the first time this period.
- m. – v. **Country of origin (total by new enrollees only):** List the countries of origin for all your new enrollees; tally the number of clients newly enrolled by country. May exceed the ten slots provided on the form.
- w. **Category of ORR eligibility (totals by new enrollees only):** Tally the number of newly-enrolled clients falling within each of the listed eligibility categories during this period only.

Data Point 02: Category of Primary Vulnerability

x. – ii. Category of Primary Vulnerability at Intake (For individuals with more than one category of vulnerability, only mark the primary reason for enrollment): Tally the number of clients falling within each category of vulnerability at intake. Tally these totals in two groups: by first-time enrollees and by re-enrollees (this is broken apart on the form). For clients who have more than one category of vulnerability, only count the primary reason for enrollment.

Data Points by Population: Remote and Underserved Areas Clients Only

Data Point 03: Totals – Remote and Underserved Areas Clients only

- jj. Length of time in the U.S. at intake:** Tally the total number of new ICM enrollees from this period only who have been in the U.S. less than one year; 1 to 5 years; and more than 5 years.
- kk. Total number of clients served during this reporting period only (sum of ll - nn below):** Tally the total number of ICM clients who were actively served (case file open) during this reporting period.
- ll. New enrollments:** Tally the number of clients who enrolled who have never been enrolled before.
- mm. Continuing clients:** Tally the number of clients who were actively served during this reporting period but were not enrolled for the first time in this period and are within their first year of service (*not* re-enrollees).
- nn. Total number of cases closed this period:** Tally the number of cases completely closed this period.
- oo. Of these (nn.), total number of cases closed at 3 months (not requiring service longer than 3 months):** Tally the number of cases completely closed at 3 months and not requiring service past 3 months.
- pp. Total number of individuals concurrently enrolled in two ORR-funded case management programs in this reporting period:** Indicate the number of individuals enrolled in more than one ORR-funded case management program (those for whom an exception approval has been obtained). Please include the total number and a breakdown by program (**qq. – tt. below**).
- qq. Total enrolled in PC and Matching Grant:** Tally all clients who are enrolled in both PC and Matching Grant.
- rr. Total enrolled in PC and Wilson Fish:** Tally all clients who are enrolled in both PC and Wilson-Fish.
- ss. Total enrolled in PC and RSS:** Tally all clients who are enrolled in both PC and RSS.
- tt. Total enrolled in PC and other (list):** Tally all clients who are enrolled in both PC and another program that isn't listed above. List the program(s).
- uu. Gender (totals by new enrollees only):** Tally the number of female, male, and unknown genders who enrolled for the first time this period.
- vv. – eee. Country of origin (total by new enrollees only):** List the countries of origin for all your new enrollees; tally the number of clients newly enrolled by country. May exceed the ten slots provided on the form.
- fff. Category of ORR eligibility (totals by new enrollees only):** Tally the number of newly-enrolled clients falling within each of the listed eligibility categories during this period only.

Data Point 04: Category of Primary Vulnerability at Intake – Remote or Underserved Areas Clients

ggg. – rrr. Category of Primary Vulnerability at Intake (For individuals with more than one category of vulnerability, only mark the primary reason for enrollment): Tally the number of clients falling within each category of vulnerability at intake. Tally these totals in two groups: by first-time enrollees and by re-enrollees (this is broken apart on the form). For clients who have more than one category of vulnerability, only count the primary reason for enrollment.

Data Point 05: ICM Client Assessment Indicators

The Preferred Communities Program Guidelines indicate that clients must be assessed against two or more risk domains as a part of their self-sufficiency plan.

Voluntary Agencies should tally the total number of clients assessed as “at-risk,” “stable,” or “thriving” for those clients who have reached these milestones within the reporting period:

Clients who have been assessed at intake within this reporting period;

Clients who have been assessed at their 180 day mark within their enrollment period; and

Clients who have been assessed at their 360 day mark within their enrollment period.

Progress (tallies) should only be listed for those Risk Domains that the client and caseworker have identified as part of the client’s self-sufficiency plan.

Clients participating in remote or underserved areas (as defined in the guidelines) will be reported in a different section.

Data Point 06: Client Progress

For counting in this section: Do not count clients more than once even if they are showing progress in more than one risk domain. (This is to say, if a client is showing progress in even one domain, count this client in the appropriate category below.) If a client is showing progress in more than one domain at varying levels, count the level that was first assessed as being the lowest. For example: a client is at-risk in housing and moves to stable; this same client is stable in transportation and moves to thriving. Count the client as moving from at-risk to stable.

Calculate these percentages below based on what case files are showing; please note that the above matrix (ICM Client Assessment Indicators) will not necessarily produce accurate numbers as individuals may be tracking progress in more than one domain.

For first-time enrollees
At 180 days:

- a. **Percentage of clients moved from at-risk to stable in one or more domains at 180 days:** Total number of clients assessed as “stable” at 180 days minus total number of clients assessed as “at-risk” at intake, divided by total number of clients assessed as “at-risk” at intake, times 100.

- b. Percentage of clients moved from stable to thriving in one or more domains at 180 days:** Total number of clients assessed as “thriving” at 180 days minus total number of clients assessed as “stable” at in-take, divided by total number of clients assessed as “stable” at intake, times 100.

For first-time enrollees
At 360 days:

- c. Percentage of clients moved from at-risk to stable in one or more domains at 360 days:** Total number of clients assessed as “stable” at 360 days minus total number of clients assessed as “at-risk” at 180 days, divided by total number of clients assessed as “at-risk” at 180 days, times 100.
- d. Percentage of clients moved from stable to thriving in one or more domains at 360 days:** Total number of clients assessed as “thriving” at 360 days minus total number of clients assessed as “stable” at 180 days, divided by total number of clients assessed as “stable” at 180 days, times 100.

For re-enrollees
At 180 days:

- e. Percentage of clients moved from at-risk to stable in one or more domains at 180 days:** Total number of clients assessed as “stable” at 180 days minus total number of clients assessed as “at-risk” at intake, divided by total number of clients assessed as “at-risk” at intake, times 100.
- f. Percentage of clients moved from stable to thriving in one or more domains at 180 days:** Total number of re-enrolled clients assessed as “thriving” at 180 days minus total number of clients assessed as “stable” at intake, divided by total number of clients assessed as “stable” at intake, times 100.

For re-enrollees
At 360 days:

- g. Percentage of clients moved from at-risk to stable in one or more domains at 360 days:** Total number of clients assessed as “stable” at 360 days minus total number of clients assessed as “at-risk” at 180 days, divided by total number of clients assessed as “at-risk” at 180 days, times 100.
- h. Percentage of clients moved from stable to thriving in one or more domains at 360 days:** Total number of re-enrolled clients assessed as “thriving” at 360 days minus total number of clients assessed as “stable” at 180 days, divided by total number of clients assessed as “stable” at 180 days, times 100.

First-Year Enrollees:

- i. Total number of clients who reached all goals of their self-sufficiency plan:** Tally the number of clients who, at any point in this reporting period, completed their goals as described in their self-sufficiency plan.
- j. Percentage of caseload who reached all goals of their self-sufficiency plan:** Total number of clients who reached all goals of their self-sufficiency plan this period divided by total number of

cases closed or reaching one year (without reaching all their goals and needing re-enrollment) this period, times 100.

Second-Year Enrollees:

- k. Total number of clients who reached all goals of their self-sufficiency plan:** Tally the number of clients who, at any point in this reporting period, completed their goals as described in their self-sufficiency plan.
- l. Percentage of caseload who reached all goals of their self-sufficiency plan:** Total number of clients who reached all goals of their self-sufficiency plan this period divided by total number of cases closed or reaching year two (without reaching all their goals) this period, times 100.

Data Point 07: Client Progress – Remote and Underserved Areas Clients only

At 3 months:

- m. Percentage of remote/underserved areas clients who moved from “at-risk” to “stable” in one or more assessment categories from intake to 3 months:** Total number of clients assessed as “stable” at 3 months minus total number of clients assessed as “at-risk” at intake, divided by total number of clients assessed as “at-risk” at intake, times 100.
- n. Percentage of remote/underserved areas clients who move from “stable” to “thriving” in one or more assessment categories by case closure:** Total number of clients assessed as “thriving” at case closure minus total number of clients assessed as “at-risk,” divided by total number of clients assessed as “at-risk,” times 100.

At Case Closure, if longer than 3 months:

- o. Percentage of remote/underserved areas clients who moved from “at-risk” to “stable” in one or more assessment categories at case closure:** Total number of clients assessed as “stable” at 3 months minus total number of clients assessed as “at-risk” at 3 months, divided by total number of clients assessed as “at-risk” at 3 months, times 100.
- p. Percentage of remote/underserved areas clients who move from “stable” to “thriving” in one or more assessment categories at case closure:** Total number of clients assessed as “thriving” at case closure minus total number of clients assessed as “at-risk” at 3 months, divided by total number of clients assessed as “at-risk” at 3 months, times 100.

Data Point 08: Client Progress in Group Activities – Non-ICM clients only

Total number of clients enrolled solely in group activities (**sum a. – b., below**)

- a. Number of clients participating in extended cultural orientation:** Tally the total number of non-ICM clients participating in extended cultural orientation as their main group activity.
- b. Number of clients in specific support groups (list which – including art therapy, music therapy, gender-based support groups, cultural/ethnic support groups, youth support groups):** Tally the

total number of non-ICM clients who are participating in these various support groups as their main group activity; break out by support group type (i-vi.).

- c. **Number of clients whose scores improved by at least 50% at end of group services:** For those non-ICM clients who are only being provided with group activity services, tally those whose scores (as measured by assessment at beginning and end of group activity) increased by at least 50%. Score at end of activity minus score at beginning of activity, divided by score at beginning of activity, times 100.
- d. **Number of clients whose scores show no significant improvement (49% or less) at end of group services and referred to ICM:** For those non-ICM clients who are only being provided with group activity services, tally those whose scores (as measured by assessment at beginning and end of group activity) did not increase, or increased by 49% or less. Score at end of activity minus score at beginning of activity, divided by score at beginning of activity, times 100.

GOAL 2

Data Point 09: Program Services and Components

- e. **Average frequency of case worker interaction per ICM client (give totals by # of affiliates reporting for each category of frequency):** Tally the number of affiliates reporting the average frequency that their case workers interact with their ICM clients within this period (weekly, bi-weekly, or monthly). For example, 10 affiliates say their caseworkers interact, on average, with ICM clients on a weekly basis.
- f. **Total number of hours of specialized case management provided (representing one of these program focuses: health and medical services/case management, social adjustment services, mental health services, services for vulnerable LGBT clients, services for single mothers and women-at-risk, services for elderly refugees, services for youth, services for survivors of torture and trauma, services for clients in underserved/areas/unanticipated arrivals and secondary migrants, remote/underserved areas clients):** Tally the number of hours in this reporting period that any of these specialized case management focuses was provided.
- g. **Total number of hours of interpretation provided:** Tally the number of hours in this reporting period that interpretation was provided.
- h. **Total number of client referrals and linkages:** Tally the number of client referrals and linkages made in this reporting period.
- i. **Total number of clients provided with Emergency Financial Assistance (EFA):** Tally the number of clients who were provided with Emergency Financial Assistance in this reporting period.
- j. **Total number of clients provided with immigration status adjustment services this reporting period (includes LPR and naturalization assistance):** Tally the number of clients who were provided with any type of immigration status adjustment services this reporting period.

Data Point 10: Outreach and Dissemination

- k. **New providers/partnerships this reporting period (list):** List the total number of new providers and partnerships this reporting period, and break out the total by these types (**l. – q.**):
 - l. Medical service provider
 - m. Legal service provider

- n. Educational organization
 - o. Local/state government entity
 - p. Faith-based group
 - q. Other (list)
- r. **Number of community outreach hours this reporting period:** Tally the total number of community outreach hours conducted this reporting period.
- s. **Number of new volunteers engaged this reporting period:** Tally the total number of completely new volunteers who engaged with the Voluntary Agency during this reporting period.
- t. **Number of new mentor-client matches this reporting period:** Tally the total number of completely new mentor-client matches this reporting period.

Data Point 11: Volunteer engagement and hours contributed by pro bono service

- u. **Total number of volunteers who served this reporting period:** Tally the total number of volunteers who served at any point in this past reporting period (new or returning).
- v. **Total number of volunteer hours donated:** Tally the total number of volunteers hours donated this reporting period.
- w. **Major volunteer activities (list):** List the main types of activities your volunteers helped with in this past reporting period.
- x. **Other resources generated (cash, in-kind, etc.):** List any other type of resource generated that is not volunteer hours (even if this resource does not come from volunteers).